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### Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q74-Q79):

#### NEW QUESTION # 74

A global retailer is shifting its monolithic order-management system to a containerized, microservices-based architecture. Development teams each use different code repositories, branching strategies, build tools and container registries. As a result, integration is laborious, security scans are inconsistent, and production deployments frequently break. Which ONE practice should lead the standardization of coding policies, repository management, CI/CD pipelines and artifact versioning to streamline end-to-end software delivery?

- A. Change Enablement practice
- B. Release Management practice **right**

- C. Software Development and Management practice
- D. Service Validation and Testing practice

**Answer: B**

Explanation:

Release Management practice is responsible for defining and governing how software is built, packaged, and deployed across environments. By establishing standardized CI/CD pipelines, enforcing repository structures, and managing artifact versioning policies, it ensures consistency, repeatability, and traceability from development through production. This central oversight accelerates integration, embeds security and quality gates, and reduces deployment failures. Option B is incorrect because Service Validation and Testing focuses on designing and executing tests; it relies on established pipelines but does not own their standardization or governance.

#### NEW QUESTION # 75

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wait a long time before anyone starts to work on them.

What is the BEST way to manage this issue?

- A. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- B. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- C. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
- D. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels

**Answer: D**

#### NEW QUESTION # 76

A service desk manager is creating a job profile for a service desk team lead. The following requirements have been identified:

Ability to use company processes and tools, Leadership skills, Knowledge of service desk objectives. What is the MOST important additional requirement for the job profile?

- A. Knowledge of how to log incidents and service requests
- B. Technical knowledge of the supported products
- C. Commitment to continual improvement
- D. Experience of financial management

**Answer: C**

#### NEW QUESTION # 77

Which is a reason why an organization should create competency profiles for each role?

- A. To ensure that technical skills are included in each profile
- B. To plan the professional development of team members
- C. To ensure that IT specialists have pi-shaped skill profiles
- D. To plan to fill all the mandatory ITIL roles

**Answer: B**

#### NEW QUESTION # 78

In which circumstances should an organization buy, rather than build, software?

- A. The consumers of the software have many and varied customization requirements
- B. The software is widely available and its features are standardized across most organizations
- C. The organization is part of a regulated industry and has a strong focus on internal policies
- D. The requirements of the organization are frequently changing because of rapid expansion

**Answer: B**

## NEW QUESTION # 79

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